GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:3497
ANSWERED ON:07.12.2016
Delivery of Postal Articles
Chauhan Shri Nihal Chand

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complaints received separately for non-delivery and late delivery of registered letters, parcels, and articles received from different post offices in the country in the last three years and the current year;

(b) the number of complaints resolved out of them along with the details of complaints still pending and the reasons for pendency;

(c) the steps taken by the Government to resolve the complaints and action taken against the postal employees responsible for the same; and

(d) the measures taken by the Government to rectify the loopholes and meet the shortage of employees in the department?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) The number of complaints received separately for non-delivery and late delivery of registered letters, parcels, and articles received from different post offices in the country in the last three years, current year and number of complaints resolved along with details of complaints pending is Annexed. In the case of complaints which are pending for less than a quarter, the reason is seen to be that most of them are under different stages of inquiry and investigation. The other major reasons for pendency include court cases, IT/Network issues and issues related to external stakeholders like airlines.

(c) Specialized Grievance Redressal Cells have been set up at Circle, Region and Divisional levels for efficient redressal of complaint cases received from the members of public through various modes like Computerized Customer Care System, Centralized Public Grievance Redressal and Monitoring System (CPGRAM), e-mail, by Post, over telephone, etc. Apart from these, a Toll Free Helpline Centre and Twitter Sewa Portal have also been set up to settle the public complaints. Review of complaint cases by the senior functionaries is carried out periodically and action is taken to streamline the complaint redressal system as a result of such review. Efforts are taken at Circle, Region and Divisional levels to identify the complaint prone areas and effective measures to resolve the root cause of complaints.

If any official is found at fault in non-delivery and late delivery of registered letters, parcels, and articles, suitable administrative and disciplinary action is taken against the defaulting official depending on the gravity of lapses noticed on his part.

(d) Measures taken to rectify the loopholes to minimize the complaints are as under:
(i) Provisioning of online track and trace facility for Speed Post, Registered Post and Parcels.
(ii) Infrastructure up-gradation and site up-gradation of sorting offices to improve mail processing.
(iii) Introduction of dedicated point to point Road Transport for fast & secure transmission of parcels.
(iv) Equipped departmental vehicles with Global Positioning System for better monitoring.
(v) The network for transmission of mail has been comprehensively revised under the country-wide Mail Network Optimization Project, which has significantly speeded up the transmission of mail.
(vi) Quality Monitoring Cell is functioning in the Circles to monitor timely clearance of mails received at different Mail Offices.
(vii) Frequent visits to Mail Offices and Sections are carried out by special squads formed for the purpose to arrest accumulation and abstraction of mails.
(viii) Action is taken to improve delivery efficiency in all the delivery Post Offices and to ensure cent percent delivery of mail on the very day of receipt.
(ix) General public is advised to use correct pin code and write proper address.
(x) Post Office beats and their content is randomly checked through Public Relation Inspectors. Genuineness of the remarks passed by the postman is also being confirmed by contacting the addressee on their mobile number and contact details available on the article, if any.

In as far as meeting the shortage of employees is concerned, filling up of vacancies is an on-going process in the Department as per the provisions contained in the Recruitment Rules of each cadre. Regular recruitment is carried out and Departmental Promotion Committees meet periodically to fill up the vacant posts as per the vacancies in respect of all cadres in the Department.

ANNEXURE

ANNEXURE REFERRED TO IN PARTS (a) & (b) IN REPLY TO THE LOK SABHA UNSTARRED QUESTION NO. 3497 TO BE ANSWERED ON 07.12.2016 RAISED BY SH. NIHAL CHAND, MEMBER OF PARLIAMENT REGARDING DELIVERY OF POSTAL ARTICLES
<pre>

I. Complaints regarding Non delivery/Loss of Article

Service 2013-14 2014-15 2015-16 2016-17 upto September 2016
Received Settled Pending as on date Received Settled Pending as on date Received Settled Pending as on date Received Settled Pending as on date
Registered letters 60254 60254 0 76035 76035 0 72969 72969 0 47095 45858 1237
Parcels 78100 78100 0 99551 99551 0 101599 101599 0 61275 58528 2747
Articles 2463 2463 0 2599 2599 0 2009 2009 0 1775 1636 139

II. Complaints regarding Late delivery of Article

Service 2013-14 2014-15 2015-16 2016-17 upto September 2016
Received Settled Pending as on date Received Settled Pending as on date Received Settled Pending as on date Received Settled Pending as on date

Registered letters 153535 153535 0 168097 168097 0 169510 169510 0 105786 101669 4117
Parcels 82086 82086 0 95222 95222 0 132929 132929 0 98041 92067 5974
Articles 19363 19363 0 31868 31868 0 20583 20583 0 13156 12495 661
</pre>

****